

Zalud's Security Blog

Coverage with an Editor's viewpoint

Hotel Checks Into Security

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The Kimpton Hotel Group operates several specialty boutique hotels throughout the country. In San Francisco, it installed a 16-camera 3VR intelligent video management system in the iconic Sir Francis Drake Hotel, located in the city's popular Union Square.

Before installing the 3VR, the Sir Francis Drake's security system consisted of a handful of analog cameras and a VCR-based video management system. With a limited staff and an ineffective system, security at the hotel had become reactive - when a security event occurred, investigators had to sit through hours and hours of tape to find what they needed, and in the end rarely found it. Like all hotels, management at the Drake were concerned with guest safety, theft, and employee accountability. The hotel routinely had linens and office equipment stolen from the back of the house, and wanted a way to keep track of people coming and going from the building without making guests feel watched or trapped.

With 3VR, the hotel has essentially added security staff without having to hire new employees. The system is programmed to watch for activity in restricted areas and alert management when and if it occurs, and 3VR's facial recognition functionality makes it possible to automatically check all faces that enter and exit the hotel against a watch list of known suspects. The system's facial recognition also helps keep employees accountable, as managers can track their activity throughout the day. When and if a security event does occur, investigators can search through weeks and months of video in seconds to quickly find what they need. The images and video produced and stored by the 3VR system are also of much higher quality than what the VCR system was producing, which gives investigators much more reliable evidence to work with.